

# ***Public Web Steering Committee***

**9 Aug 16**

# ***Agenda***

- **0830-0900 Administrative Items (Voorhees)**
- **0900-1000 DEMS/AFPIMS Roadmap (Benito)**
- **1000-1015 Break**
- **1015-1100 Business and Customer Service**
  - **Customer Feedback/Communication (Garrett)**
  - **Help Desk (Butler)**
- **1100-1200 Technology**
  - **Introduce New Staff (Garrett)**
  - **Transition to HTTPS (Garrett, Terry Davis - DOD CIO's Office)**
  - **Development (Sopher)**
  - **Accreditation (Ohayon)**
  - **COOP-2-Cloud (Garrett)**
  - **Hack The Pentagon (Romero)**

# ***Agenda***

- **1200-1300 Networking Lunch**
- **1300-1315 Introduction to Afternoon Ideation Session (Voorhees)**
- **1315-1415 Roadmap Ranking Exercise**
- **1415-1430 Break**
- **1430-1545 Idea Generation Exercises**
- **1545-1600 Break**
- **1600-1630 Idea Generation Exercises**
- **1630-1645 Meeting Takeaways (Benito)**

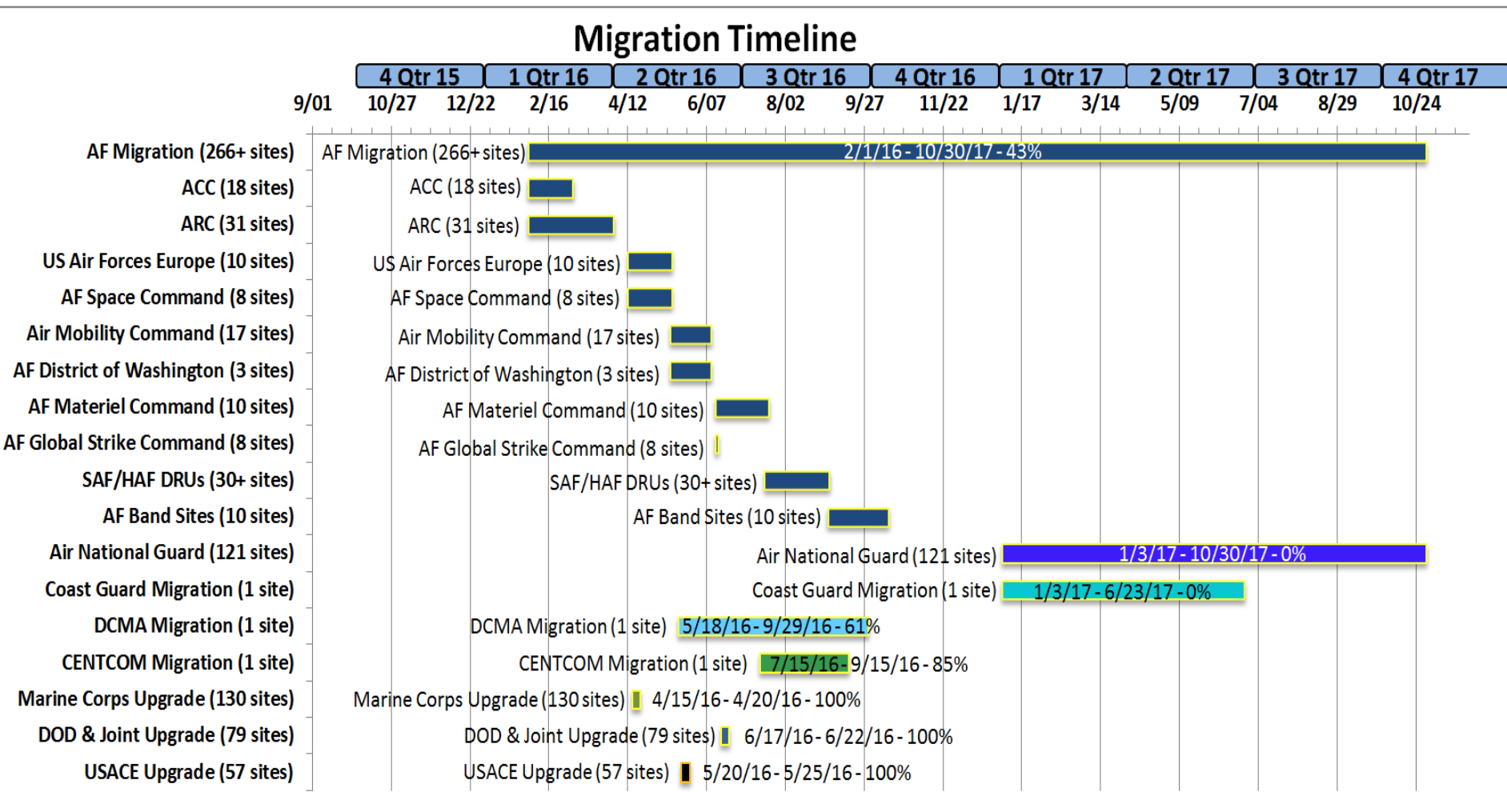
# ***Administrative Items***

- **Locations of soda machines, café, and restrooms**
- **Please leave your guest badge after the meeting with the Security front desk.**
- **Meeting slides will be posted on the PW blog:  
<http://publicweb.dodlive.mil>**
- **For post-meeting follow-ups, please contact:**
  - **Carla Voorhees, [carla.s.voorhees.civ@mail.mil](mailto:carla.s.voorhees.civ@mail.mil)**
  - **Phil Copeland, [phillip.e.copeland.civ@mail.mil](mailto:phillip.e.copeland.civ@mail.mil)**

# ***DEMS/AFPIMS Roadmap***

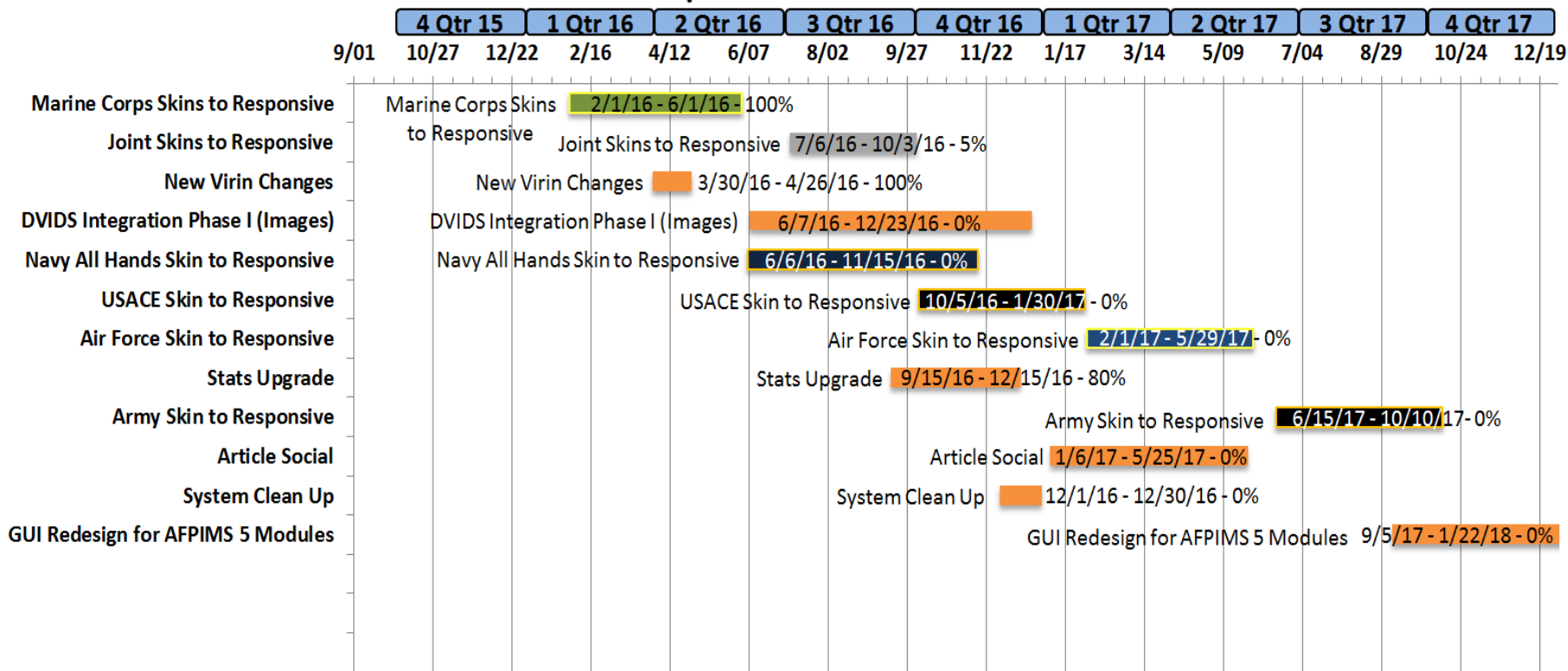
**Les Benito  
CTO/Director  
DEMS-PW  
9 Aug 16**

# Migration Schedule



# Development Schedule

## Development Timeline



# *Caching*

- **Deployed Redis to resolve caching delays on content management system - provides a fast and highly available cache setup with uninterrupted caching service**
  - **50% completed to date**



# ***Marines Responsive Skin Demo***

- **Developed Marine Corps responsive skins  
Feb-Jun 16**
  - **<http://www.marines.mil>**
- **Results**
  - **Successfully applied skin development procedures from DGov instance to create Marine Corps responsive skin**
  - **Developed new listing of module templates to use for future instances**



# ***Business and Customer Service***

---

- **Customer Feedback/Communication (Garrett)**
  - **Blog/Communications Plan (SSgt Batan)**
- **Help Desk (Butler)**

# ***Help Desk Changes***

- **Continuing to strive for excellence in Customer Service with new improvements**
  - **New Helpdesk Manager Paul Valadez and Deputy Billy Ross on-board to improve service**
  - **Cross-training Helpdesk technicians to work all Instances to reduce customer wait time**
  - **Improved customer service satisfaction ratings indicate that service has improved over the last two months.**
    - **Addressed 1,100 Helpdesk calls per month (~250/week)**
    - **Currently working with management to develop solutions to meet overseas customer needs**
- **Customer inputs are valued and appreciated. Inputs can be sent to the following:**
  - **Wendy: [wendy.i.butler.civ@mail.mil](mailto:wendy.i.butler.civ@mail.mil), Paul:**

# ***Technology***

- **Introduce New Staff (Garrett)**
- **Transition to HTTPS (Garrett / Terry Davis - DOD CIO's Office)**
- **Development (Sopher)**
- **Accreditation (Ohayon)**
- **COOP-2-Cloud (Garrett)**
- **Hack The Pentagon (Romero)**

# ***Accreditation***

- **Acquired top industry application security testing software to quickly identify vulnerabilities in new code and defend against the wide variety of cyber-threat applications**
- **Implemented new policies to comply with 2,000 security controls needed to accredit PW infrastructure, JIRA, and Cloud (e.g., physical and digital security controls to improve safeguarding of assets/data)**
  - **PW infrastructure accreditation ETIC Nov 16**
  - **JIRA accreditation ETIC Dec 16**
  - **Cloud accreditation ETIC 4Qtr 2016**

# ***Hack the Pentagon***

## ■ **What Did We Do?**

- **DoD contracted with HackerOne to host a DoD bug bounty.**
- **Challenge began on 18 April and ran until 12 May (24 days).**
- **The pilot targeted five DoD public-facing web properties:**
  - **Defense.gov; DoDLive.mil; DVIDSHub.net; myAFN.net; and DIMOC.mil**
  - **Sites above are all managed by DMA.**

## ■ **Why Did We Do This?**

- **Improve security**
- **Provide a legal avenue for disclosure**
- **Identify cost-effective solutions**
- **Change culture from closed to open**
- **Benefit from talented hackers**



# ***Hack the Pentagon***

## ■ **How Did It Go?**

- **1,410 total participants**
- **Public Web hosted sites generated no significant findings, necessitating the expansion of scope.**
- **1,189 reports submitted**
- **138 valid and unique vulnerability reports**
- **117 bounties awarded**

## ■ **How Were Expectations Exceeded?**

- **Tremendous operational teamwork between DoD elements, hackers, and contractors**
- **Cost efficiencies as compared to traditional assessments**
- **Hackers followed the rules and a lot of goodwill was generated between the DoD and Hacker community.**
- **Vulnerability reports were thorough and all coordination for more detail occurred between HackerOne triage team and participant - allowed defenders to remediate in near real-time.**
- **DMA saw tremendous value in this activity and plans to**

# ***Idea Generation Exercises***



# ***Purpose***

- **Collaborative Design of AFPIMS**
- **Planned Activities**
  - **Roadmap Ranking Exercise**
  - **Ideation Session - AFPIMS Feature Requests**

# ***Roadmap Ranking Exercise***

---

- **Proposed Development Roadmap**
- **Current Roadmap Tickets**
- **New Ideas / Feature Requests**

# ***Roadmap Ranking Exercise***

- **Collaborative Ranking of Priority**
  - **MoSCoW Method - Prioritization of features and requirements within a certain time-frame**
  - **In 6 Months:**
    - **Must Have**
      - **Minimum Usable Subset**
      - **Often time-bound**
    - **Should Have**
      - **Can be as important as Must Have**
      - **Not as time critical**
    - **Could Have**
      - **Desirable but not necessary**
      - **Achieved with little development cost**
      - **Included if there is time and resources available**
    - **Won't Have**
      - **Least-critical, lowest-payback items**
      - **Not planned for the current delivery timeframe**

***Break***

# *Ideation*

- **Objective:**

- Use 4 different techniques to generate ways to improve AFPIMS

- **Deliverables:**

- Your ideas!
  - Post-it notes
  - Written ideas
  - Sketches
  - Diagrams

- **Boundaries:**

- Review of “Must Haves” and “Should Haves” from Roadmap
  - Selected Areas of Improvement
- Focus on Features and Functionality - not Policy
- What can Public Web control?

# ***Guidelines***

- **Defer Judgement - No Bad Ideas**
- **Quantity > Quality**
- **Go Wild! Be divergent and creative!**
- **Be Visual - sketch and diagram**
- **Stay Focused - use a “parking lot” for off-topic ideas**
- **Use the Room - move around**
- **Stay Positive - design your dream system**
- **10 minutes per technique**

# ***Sources of Inspiration***

- **Unexpected Success or Failure**
- **Discrepancy between reality and belief or ideal**
- **Weak link in a process**
- **Changes in industry / market**
- **Demographics**
- **Changes in society's assumptions, mood, or belief**
- **Scientific / technological advances**
- **Relevant solution from an unrelated field**

# *Warmup*

- **Count off into groups**
  - **Public Web will join each group as recorder/facilitator.**
- **Brief Introduction**
  - **Name**
  - **Where you're from - organization and location**
- **Warmup Exercise 1 - Progressive Drawing**
- **Warmup Exercise 2 - Write a succinct problem statement / feature request for your assigned topic**



# ***Exercises***

## ■ **Round 1 - Wishing**

- Identify desired wishes/outcomes for problem statements
- Represents the best possible solutions

## ■ **Round 2 - Challenge Assumptions**

- What assumptions are being made in the problem statement / feature request?
- What assumptions are being made in the wishes?
- What happens if you change / remove the assumptions?

## ■ **Round 3 - SCAMPER**

- Transform ideas by Substituting, Combining, Adapting, Modifying, Putting to another use, Eliminating, or Reversing

## ■ **Round 4 - Error Prevention**

- What are the possible errors a user could make?
- What can we do to prevent them?

***Break***



# ***Steering Committee Takeaways***

---

- **Final Thoughts**
- **Comments & Concerns**
- **Action Items**
  - **Task, POC Assigned, & Date Due**